



**MINUTES OF 94<sup>th</sup> MEETING OF SLBC-NCT OF DELHI HELD ON 28.03.2019**

The 94<sup>th</sup> Meeting of SLBC-NCT of Delhi was convened by Oriental Bank of Commerce, the convenor Bank, on 28.3.2019 in New Delhi. The meeting was chaired by Sh. Mukesh Kumar Jain, Managing Director & CEO, Oriental Bank of Commerce, the convenor Bank. The other dignitaries who graced the occasion were Sh. Ajay Kumar, Regional Director, Reserve Bank of India, Sh. Balakrishna Aise S, Executive Director, Oriental Bank of Commerce, Ms. Jasmine James, Dy. Secretary, Director, DFS, MOF, Govt. of India, Ms. Anita Patnaik, GM (FIDD), Reserve Bank of India, Sh. Pradeep Chauhan, General Manager, Oriental Bank of Commerce, Sh. Naveen Dhingra, Dy. Gen. Manager, NABARD and Sh. Sanjeev Kumar Sharma, Dy. Gen Manager, SLBC.

Besides, representatives of all Member Banks of SLBC-Delhi, LDMs, Senior officials from NABARD, Reserve Bank of India, Central Govt. and Govt. of NCT of Delhi also participated in the meeting.

At the outset, Shri Surender Singh, General Manager and Convenor SLBC- Delhi welcomed all the dignitaries on the dais and other participants. Thereafter, he requested Shri M.K.Jain, MD & CEO, Oriental Bank of Commerce for his keynote address.

Shri Jain congratulated all member banks of SLBC-Delhi & LDMs for their active participation in all the Social Security and Welfare schemes. The MSME outreach & Support Programme launched by Govt. of India on 2.11.2018 was actively participated by all Public Sector Banks. The campaign for promoting credit to MSME Sector was also organized in Distt. South East Delhi with active participation of all public sector banks. He also congratulated the successful organization of Financial Literacy Camps with large number of participants.

In respect of integrity and timely submission of data by banks that was a long standing issue, he emphasised the need to develop a standardized system by all the member banks for generation of LBS related data through CBS.

He expressed pleasure for satisfactory performance under Annual Credit Plan for the year 2018-19 in first three Quarters upto 31.12.2018. Deposits increased by 13.05% on YoY basis, Advances increased by 18.87% on YoY basis. Hence, CD ratio increased from 94.27% to 99.03% on YoY basis. Priority Sector Advances increased by 21.21% on YoY basis whereas over March 2018, Priority Sector Advances decreased by 12.61%.

On priority sector lending, Sh. Jain observed that 12 Banks (6 Public Sector and 6 Private Sector Banks) had Priority sector advances below 10%. They were advised to take immediate steps to increase their Priority Sector advances to bridge the gap between achievement and mandatory target of 40%. **(Action: 12 banks with Priority Sector Advances below 10%)**

He requested all the stake holders to gear up their efforts towards digitization and expressed the need to popularize and maximize the use of different modes of alternate





**MINUTES OF 94<sup>th</sup> MEETING OF SLBC-NCT OF DELHI HELD ON 28.03.2019**

delivery channels for making less cash economy as well as cutting operating cost.  
**(Action : All member Banks & LDMs)**

To obviate difficulties faced by beneficiaries in receipt of Direct Benefit Transfer under various schemes of the Government, he requested member banks to educate their field functionaries on Aadhaar Seeding to ensure that such linkage was done with both the sites of KYC and NPCI. **(Action : All Member Banks)**

Under Pradhan Mantri Jan Dhan Yojana (PMJDY) nearly 43.90 lakh accounts were opened in Delhi and he urged the banks to meet the challenge of seeding/mapping of Aadhaar as well as issuance & activation of RuPay cards. Under PMSBY & PMJJBY annual renewal was to be done through Auto Debit. Member banks were requested to sensitize their field functionaries to make all out efforts for renewal in the existing cases and maximize fresh enrolments. **(Action : All Member Banks)**

Thereafter, Sh. Surender Singh requested Sh. Ajay Kumar, Regional Director, Reserve Bank of India, to address the house. Shri Ajay Kumar, RD, RBI welcomed all members of SLBC for 94th SLBC meeting. He highlighted the following issues:

- He requested that henceforth all Zonal/Controlling Heads to attend the SLBC meeting personally and not to take it in compliance mode. He said that dignity of State Level Bankers Committee should be maintained. He also requested Senior Level State Govt. functionaries to actively participate in the meeting so that with the presence of policy makers, issues stated in agenda would be sorted out promptly. **(Action : All member Banks, GNCTD)**
- Website of SLBC should be updated regularly with all the details. **(Action : SLBC)**
- All banks were requested to update SLBC portal with correct data in given time frame. He informed that automated data extraction project would be completed in June/ July 2019 and RBI would be able to pull out data from CBS directly without intervention of the banks. The concerned banks were advised to strengthen their respective LDM offices. **(Action : All member banks and SBI, Canara Bank, PNB, OBC, BOB having LDM offices)**
- One of recent initiatives by RBI was formation of committee on MSME headed by Sh. UK Sinha. The Committee would submit the report by June 2019 and good recommendations were expected. Banks were advised to focus more on MSME sector particularly when there were large NPAs in Corporate Sector. Banks should take advantage of SIDBI portal, psbloansin59minutes etc. **(Action ; All member Banks)**





**MINUTES OF 94<sup>th</sup> MEETING OF SLBC-NCT OF DELHI HELD ON 28.03.2019**

- A recent development was in Kisan Credit Card Scheme, which had been extended for animal husbandry and fishery. A Circular in this regard had also been issued by Reserve Bank of India in February 2019. **(Action: All member banks)**
- The banks were facing Capital constraints for which Govt. was helping and contributing capital to the banks though Banks could not depend on that channel for capital. They were required to generate and conserve capital at their own by creating a portfolio of more profitable advances. **(Action : All member Banks)**
- Advances in Agriculture needed more than just giving loan and demanding recovery. It also required helping farmers in other areas like insurance claims in case of any calamity. **(Action : All member banks)**

After that Sh.Balakrishna Aise, ED, Oriental Bank of Commerce addressed the house and assured on behalf of all banks for seamless work for the development of NCT of Delhi and positively implementing all development schemes.

While deliberating on the agenda/ presentation, the following points were highlighted:

- Shri Manoj Kumar –Dy. Secy- V(Finance) GNCTD informed the house that Chief Secretary, GNCTD had requested the concerned deptt. in Feb. 2019 to speed up work on the issues of GIS, and progress would be informed, once the status report from the Revenue deptt. was received. **(Action – GNCTD)**
- It was emphasised that the data submitted should be timely, authentic and accurate as lot of time was spent on calling for the correct data as despite giving adequate time the data was full of inaccuracies. The MSME data as on 31.12.2018 uploaded on SLBC portal and submitted to RBI had variations. Shri Ajay Kumar, RD-RBI, emphasised that quality of data should be ensured in banks own interest, that area had been neglected and cross checking needed to be ensured by Nodal officer. **(Action : All member banks)**
- Non attendance in DCC/ DLRC meeting was also pointed out and it was decided that names of defaulting banks would be pointed out in next meeting. Nodal officers of Member banks to coordinate with the DCOs in submission of data to the LDMs. **(Action : All member banks & LDMs)**
- Automation of State Treasury- GNCTD representative informed that issue would be resolved by next SLBC meeting. **(Action : GNCTD)**





MINUTES OF 94<sup>th</sup> MEETING OF SLBC-NCT OF DELHI HELD ON 28.03.2019

- Simplification of procedure for creation of mortgage of land- Sh. Manoj Kumar informed that due to some policy enactment issues and forthcoming elections, matter was getting delayed. Matter had been taken up with the Revenue Deptt. and in next 1-2 months action initiated would be informed. **(Action : GNCTD)**
- The gravity of high NPA was an area of concern and SLBC to write a separate letter to State Govt. for sensitizing the matter and seek help from GNCTD on recovery of NPAs. **(Action : SLBC & GNCTD)**
- CD ratio of seven districts was below 40% and it was suggested that parking of accounts be done in CBS and allocation of large accounts be done where disbursement was made and not on the basis of sanction. Industrial Development took place and not only in NCT Delhi but in NCR areas like Noida, Gurgaon, Ghaziabad also, but centralisation of Advances was in hubs and large branches of banks situated in a particular area in Delhi. Hence Concentration of advances was high in some districts resulting in high CD ratio there. The disparity in CD ratios could be worked out by following guidelines given in RBI Master Circular on Lead Bank Scheme. The advance might be considered in the district wherein the project was located/utilisation had happened. **(Action : All member banks)**
- Gap in Active Rupay cards with respect to Rupay card issued to be minimised. **(Action : All member banks & LDMs)**
- BC were playing an important role in providing banking services in villages. However, it was emphasised that in branches where BC were assigned, their name, address, contact number, photo be displayed along with villages allotted to them. This would help in the recognition of BC and create awareness among villages. BC could be considered as Banking outlet if provided with CBS enabled PC. Also Awareness was needed about active and inactive BC for effective control by All Controlling heads. **(Action: All member banks & LDMs)**
- BC Certification work be also got completed by next SLBC meeting. **(Action: All member banks)**
- All BSBD accounts needed to be reviewed by respective banks and ensure that KYC compliance was done in all accounts. **(Action: All member banks)**
- Annual Credit Plan-2018-19 was framed as per potential of the respective Districts. Keeping in view the potential of area the achievement under Priority Sector advances was low. Export Credit and Housing needed a Bank-wise review. There





**MINUTES OF 94<sup>th</sup> MEETING OF SLBC-NCT OF DELHI HELD ON 28.03.2019**

was a concern that a major factor for low housing finance was due to unauthorised colonies, problem of Title Deeds in Lal Dora/ ancestral lands etc. However, it should be ensured that achievable Targets need to be finalised and banks must meet the targets. ( Action : SLBC & All member banks)

- For PMMY target vis-à-vis percentage achievement needed to be discussed in next SLBC meeting. (Action: SLBC)
- KVIC officials requested for disbursements and claim of margin money under 38 PMEGP sanctioned cases as funds were available with them. (Action: All member banks)
- NULM targets be given in beginning of the year, on the basis of potential available in the area. The matter be taken up with the Ministry of Housing & Urban Welfare and targets for 2018-19 might be carried over to next year in view of low achievement/ late communication of allocated targets. A letter be sent with Copy to RBI. ( Action: SLBC, Ministry of Housing & Urban welfare)
- Sector wise/ Scheme wise position of NPA in agricultural advances data as on Dec 31.12.2018 need to be rechecked and corrected. The SLBC portal be opened for one day to allow banks to upload the correct data.( Action : member banks which have wrong NPA data on portal)
- Currency chest Department of Public and Private sector banks needed to take extra care while dealing with cash/ counterfeit notes by installation of proper Note-Sorting machines. Reporting to be done to National Crime Bureau. RBI should be informed in case of any issue related to lodging of FIR. Training be given to all employees regarding counterfeit notes. Only trained staff should be posted in Cash Deptt. (Action : All member banks)
- General Grievances were required to be addressed within 30 days. No complaint should be pending for more than one month as most of them would go to Ombudsman which would result in penalty etc. Front desk staff in branches be sensitized on the issue to properly attend to the customers. Yes Bank had highest number of grievances pending for more than one month. Yes Bank and IDBI Bank to clarify on high number of pending grievances. (Action: All member banks-Yes Bank & IDBI Bank)
- Ponzi scheme related to Market Intelligence issues- All banks were required to sensitize their field functionaries regarding illegal activities and Ponzy Schemes including frauds related to Cyber crime. Information on any such incident occurred anywhere needed to be shared, so that the others became aware for the same and





**MINUTES OF 94<sup>th</sup> MEETING OF SLBC-NCT OF DELHI HELD ON 28.03.2019**

proactive measures could be taken. ATM related issues like CCTV not working etc., should be resolved promptly. **(Action : All member banks)**

- DCC/ DLRC meetings – Unresolved issues like the Profile of the banks not being timely updated by their DCOs. Change of DCOs not being informed by some banks to LDMs. No proper / exact reporting of Govt. Sponsored Schemes of the district by the DCOs. Many officials deputed by the banks for DCC meetings were not DCOs, such persons were unaware about the data provided by their banks or the purpose of that meeting and the issues for discussion. Though LDMs were regularly following up with the Banks but some of the DCOs of Banks did not participate in the meetings. These issues be informed to respective Head office of the Banks. It needed to be assured that at least a second man should be presented who was well aware of the issues/ agenda. **( Action: All LDMs and member banks)**
- Opening a branch at Holambi Kalan, Delhi; The branch at Holambi Kalan was to be opened by Punjab & Sind Bank, but it was suggested to explore Mobile Banking outlet for 3-4 days a week in case a full fledged branch was not possible. **( Action : Member Banks)**
- Opening branch at Supreme Court premises, New Delhi – A branch of UCO Bank was already situated at the Supreme Court premises. UCO Bank was advised to look into the problem arising in their branch which had resulted in the request for opening a new branch at Supreme Court Premises. **(Action: UCO Bank)**
- Campaign to achieve saturation under Kisan Credit Cards (KCC);- the Banks were advised to comply with the instructions given in Letter dated 15/3/2019 from Ministry of Agriculture and Farmers Welfare and upload the data on dashboard. **(Action : All member banks)**

Meeting was concluded with vote of thanks to the Chair by the General Manager, State Bank of India.

**General Manager & Convenor  
SLBC-Delhi**

